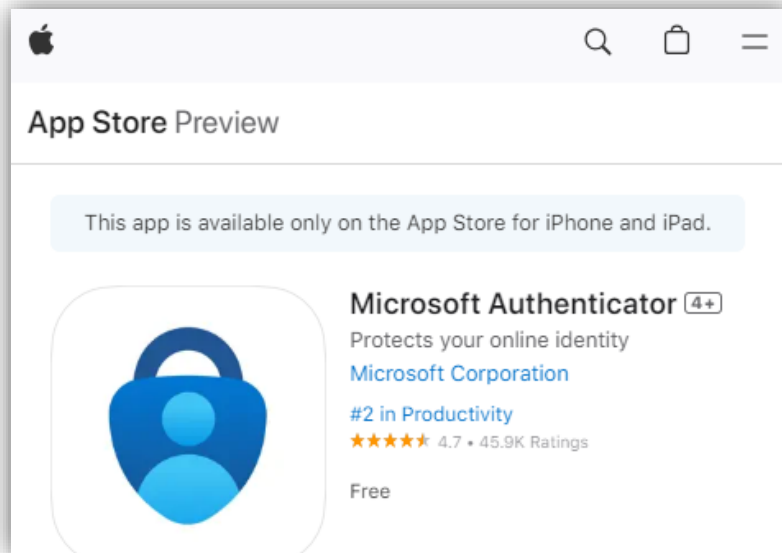


HOW TO DOWNLOAD THE MICROSOFT AUTHENTICATOR APP

Download Before You Register for the Tenant Portal

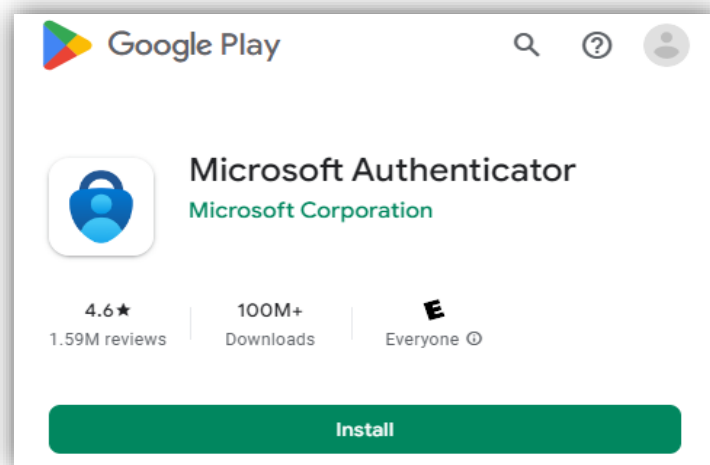
FOR IPHONE USERS:

1. If you have an iPhone, please open your App Store and select the magnifying glass on the bottom right of your mobile screen. Type the words [**Microsoft Authenticator**].
2. Search for the below icon and select and download the FREE APP by clicking on [**Install**].



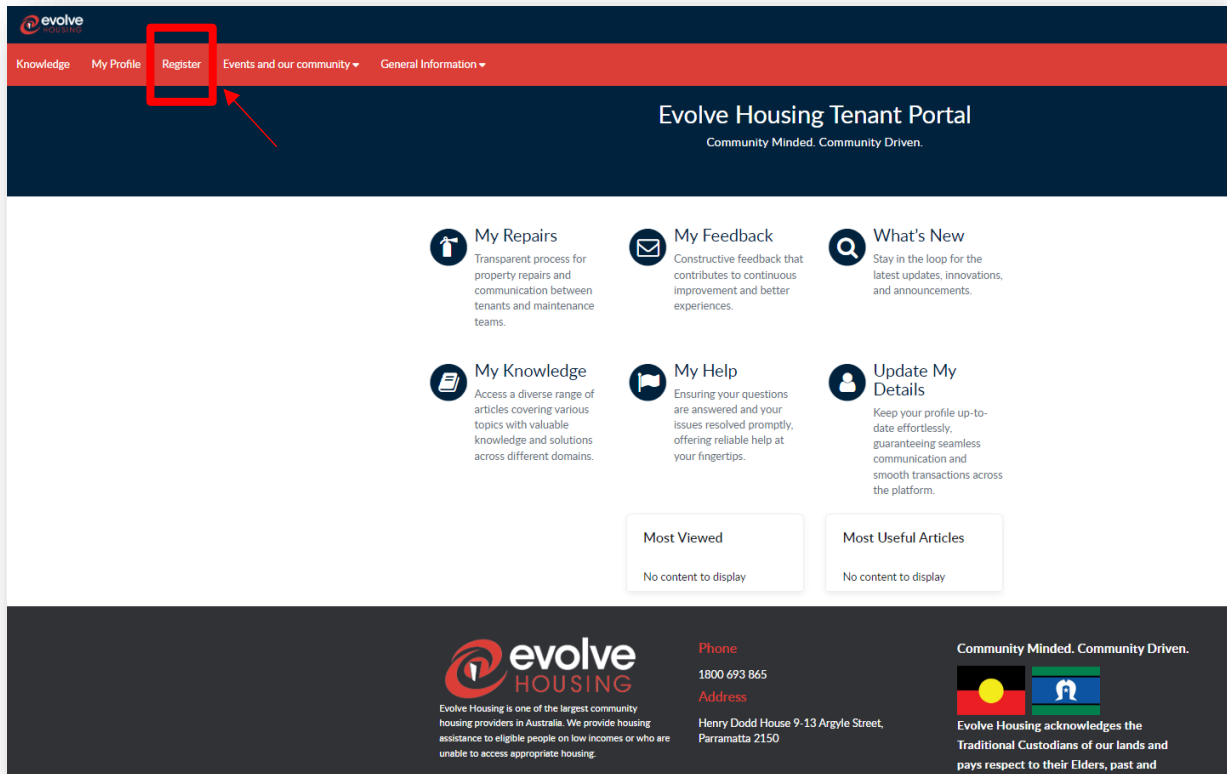
FOR ANDROID USERS:

1. If you have an android phone, please open Google Play App Store and using the search field, type the words [**Microsoft Authenticator**].
2. Search for the below icon and select and download the FREE APP by clicking on [**Install**].



HOW TO LOG INTO THE TENANT PORTAL FOR THE FIRST TIME

1. Open the [Evolve Housing Tenant Portal] and click on [Register] found in the menu in the red ribbon as per below screenshot. This will take you to the SIGN UP page.



The screenshot shows the Evolve Housing Tenant Portal homepage. The top navigation bar is red and contains the following links: Knowledge, My Profile, Register, Events and our community, and General Information. The 'Register' link is highlighted with a red box and an arrow. The main content area is white and features six service tiles: My Repairs, My Feedback, What's New, My Knowledge, My Help, and Update My Details. Below these tiles are two boxes for 'Most Viewed' and 'Most Useful Articles', both of which display 'No content to display'. The footer is dark blue and contains the Evolve Housing logo, contact information (Phone: 1800 693 865, Address: Henry Dodd House 9-13 Argyll Street, Parramatta 2150), and a statement of support for Traditional Custodians.

2. Under the heading **Sign Up** as per below, in the [Email Address] field, enter the email address you have registered with Evolve Housing.

General Information ▾

Changing the way people work.

ServiceNow connects customer service to engineering, operations and other teams on a common platform. This dramatically increases the velocity of response, the accuracy of resolution, and boosts product and service quality.

- Fix Root Causes**
Visualise the real time operational health of your install base to pinpoint underlying problems.
- Engage and Empower**
Automate services and publish as catalog items for self-service.
- Optimize the Service Experience**
Model complex customer relationships and contractual obligations.

Sign Up

* Indicates required fields

* Email Address

* First Name

* Last Name

Phone Number (Optional)

* Password

* Confirm Password

I'm not a robot

I agree to the [Privacy Policy](#) and the [Customer Service Terms and Conditions](#)

Already have an account? [Log in](#)

- 3. Next proceed and enter your first name in the **[First Name]** field and your surname (last name) in the **[Last Name]** field.

Sign Up

* Indicates required fields

* Email Address

* First Name

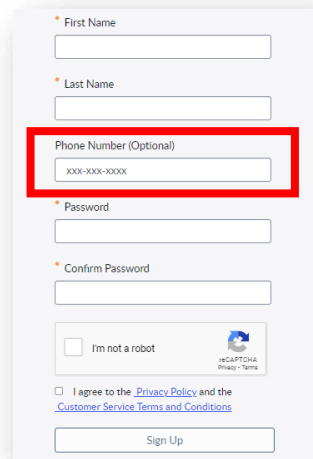
* Last Name

Phone Number (Optional)

* Password

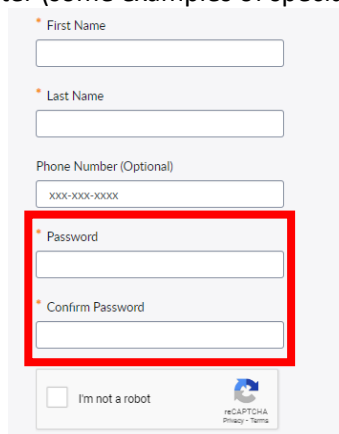
* Confirm Password

- 4. In the **[Phone Number]** field as per below, enter your mobile number if you have one. If you don't have a mobile number, please move straight to the next step, Step 5.



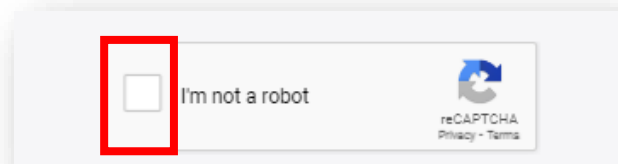
A registration form with the following fields: First Name, Last Name, Phone Number (Optional) (highlighted with a red box), Password, and Confirm Password. Below the fields are a reCAPTCHA checkbox labeled 'I'm not a robot', a checkbox for terms and conditions, and a 'Sign Up' button.

5. Next in the **[Password]** field (highlighted below in screenshot), enter a password that is easy for you to remember and difficult enough for others to figure out. Your password needs to be at least 8 characters long and must include the following:
- at least 1 capital letter
 - at least 1 lowercase letter
 - at least 1 numeric digit
 - at least 1 special character (some examples of special characters \$, @, &)



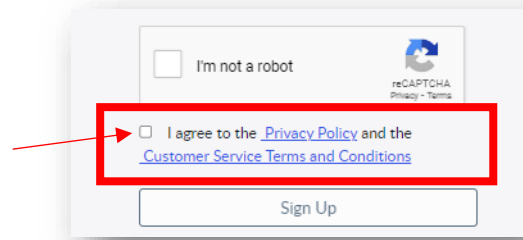
A registration form with the following fields: First Name, Last Name, Phone Number (Optional), Password (highlighted with a red box), and Confirm Password (highlighted with a red box). Below the fields are a reCAPTCHA checkbox labeled 'I'm not a robot', a checkbox for terms and conditions, and a 'Sign Up' button.

6. In the **[Confirm Password]** field, retype your password to confirm it (see the above screenshot).
7. Next tick the box to the left of the field that reads **[I'm not a robot]** as per below screenshot.

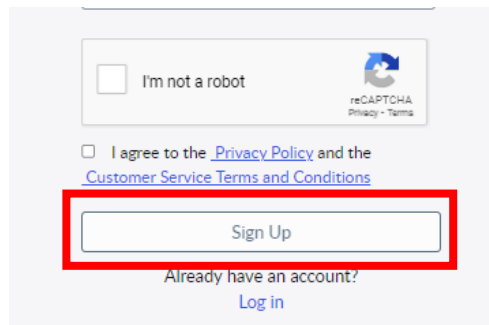


A close-up of the reCAPTCHA section showing the 'I'm not a robot' checkbox (highlighted with a red box) and the reCAPTCHA logo with 'Privacy - Terms' link.

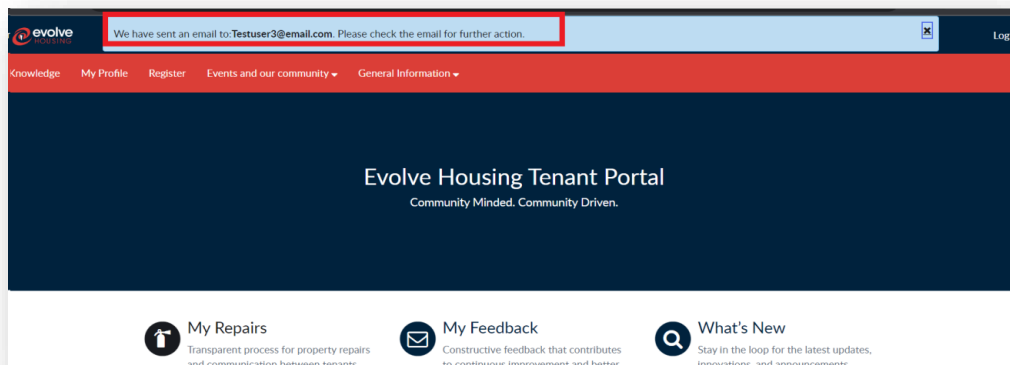
8. Next tick the box to confirm that you agree to the **Privacy Policy** and the **Customer Service Terms and Conditions**.



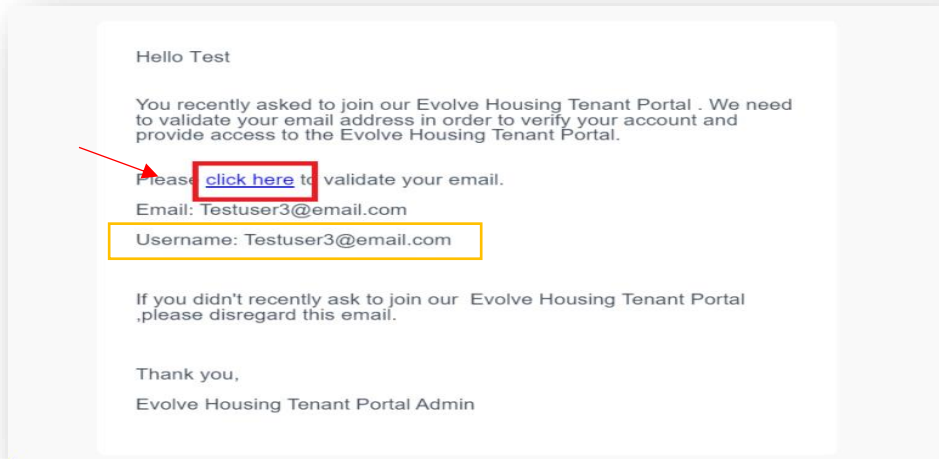
9. Last step is to click **[Sign Up]** as per the below screenshot. This will generate a notification to Evolve Housing.



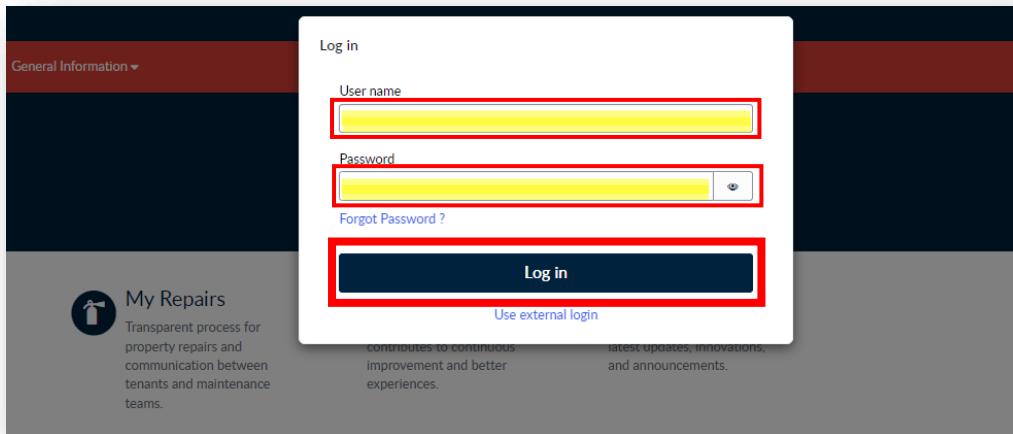
10. You should receive a pop up at the top of your screen as per below indicating an email has been sent to your email address.



11. Next open your Email Inbox and locate the email we've sent, with the Subject Heading - **Evolve Housing Tenant Portal registration confirmation**.
12. In the details of the email, you will see your **[Username]** noted (see below screenshot). Please take note of it, you will need it in Step 14.
13. Next click on the **BLUE** link to validate your email address and it will direct you to the tenant portal.



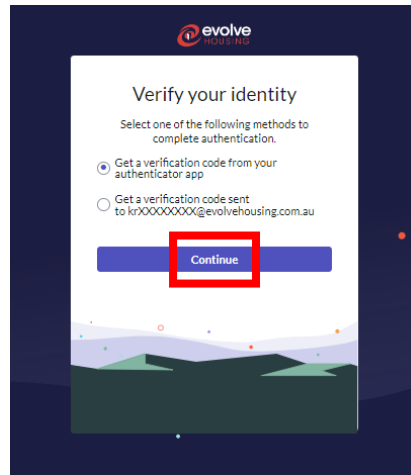
14. At the next screen enter your **[Username]** and **[Password]** and click **[Log in]**.



You're doing terrific! You're almost there!

VERIFICATION PROCESS WITH MFA (Microsoft Authenticator)

- The system will then take you to a Verification Screen as per below. Click on **[Continue]** to proceed as per the below screenshot on the next page.

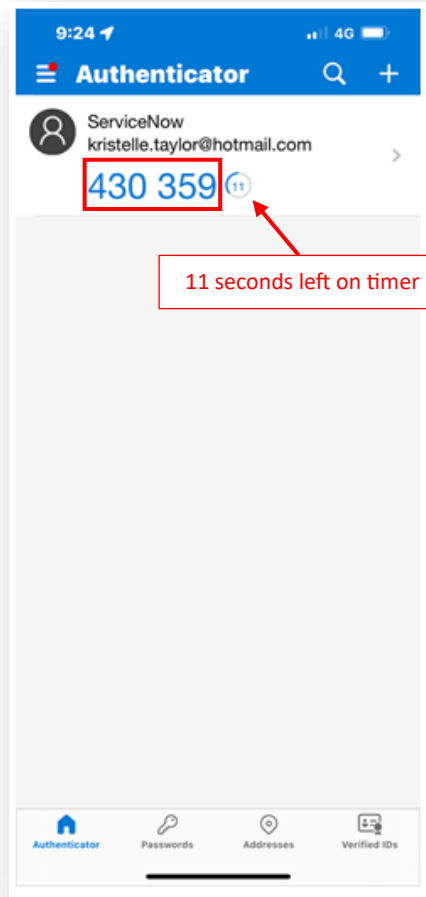


- At the next box, click into the box labelled **[6-digit verification code]** as per the screenshot below.

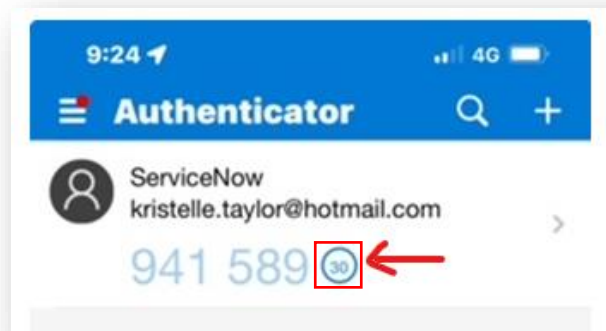
- Now open your **MFA App** on your mobile phone, look for this icon (below).



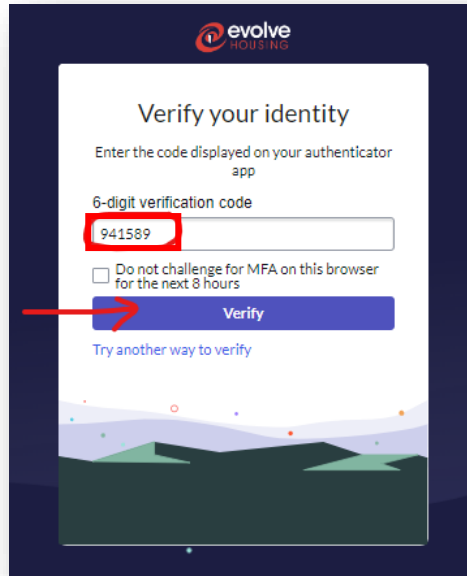
- When you open the app, it will provide you with the below screen with a 6-Digit Verification Code. **Next to it, on the right hand side you will see a 30 second timer.** You have 30 seconds to enter the code before it changes and gives you a new one. (The below screenshot on the next page shows that I have 11 seconds left on the timer in this example).



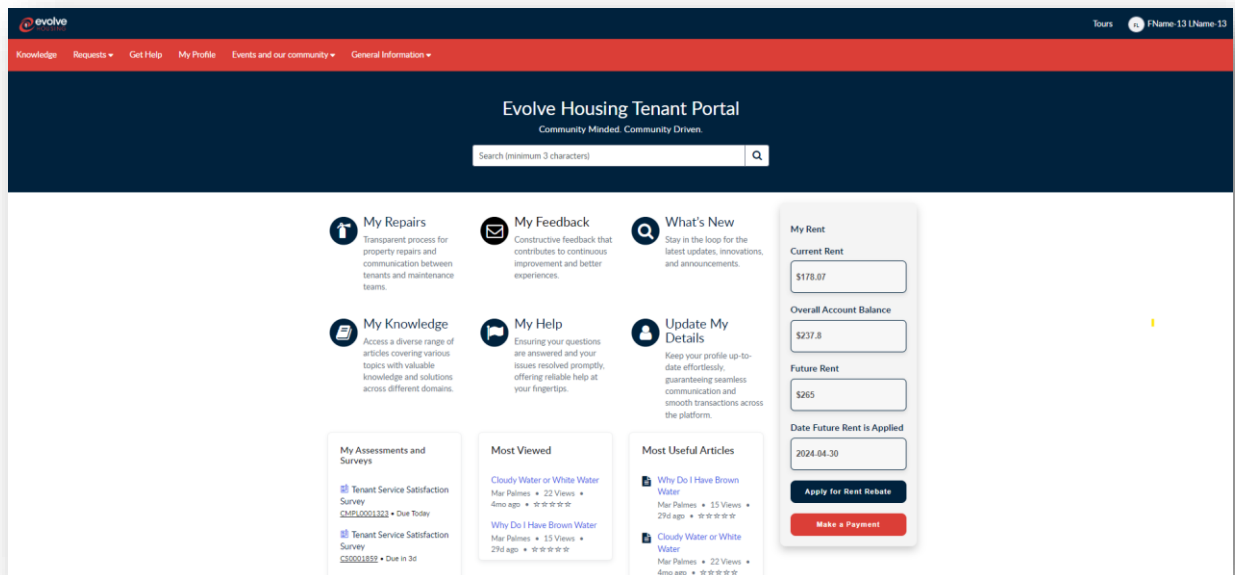
19. The easiest method is to WAIT until the timer expires and gives you a NEW code to allow you maximum time to enter your code in the Tenant Portal system (as per below, it has generated the new code and I can take advantage of the full **30 seconds**).



20. Next, click back into your Tenant Portal and enter the **6-Digit Verification Code** into the field and click [**Verify**] as per below screenshot.



21. This will open you to the Tenant Portal.



END OF PROCESS